

GIFT Porchlight Partners SERVICE
effort THANK YOU! Courage honor
commitment THANK YOU! support
concern Drop-In Shelter PROVIDE
TIME caring THANK YOU!
giving Altruism CONTRIBUTION
THANK YOU! Gift
Offer GIVE Serve Madison Cares
VA Garden Assistance
Help MISSION THANK YOU! donate
volunteer Offer Kindness
Generosity help Porchlight Angels
HONOR courage caring effort
CUNA Mutual commitment THANK YOU!
Porchlight 2011 Annual Report giving

*Celebrating
our Volunteer
Partners*



CONCERN support donate caring
 volunteer KINDNESS mission THANK YOU!
 Contribution PLEDGE Appreciation
 GIFT Dedication SERVICE Altruism
 effort caring Courage honor
 commitment PROVIDE support

Porchlight Mission

Porchlight strives to decrease the Dane County homeless population by providing shelter, housing, supportive services, and a sense of community in ways that empower residents and program participants to positively shape their lives.

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Celebrating our Volunteer Partners

Volunteer (n) 1: one who enters into or offers himself for any service of his own free will: as...one who renders a service or takes part in transaction while having no legal concern nor interest...

Webster's Seventh New Collegiate Dictionary (G.C. Merriam Co. 1972)

When I looked up the term “volunteer” in the dictionary, I was frankly disappointed by the total failure of the definition to capture the fundamental concept of the term. I actually looked at several dictionaries and was surprised by the inadequacy of all of them. The definitions all focused on a technical legal definition relating to an absence of conflict of interest. These clearly miss what volunteering is all about.

It is therefore fitting for us to use this year and our 2011 Annual Report to describe the essence and the importance of our volunteers. Volunteers are the life blood of so much that we accomplish. The enormous contributions of our volunteers are often unheralded. Whether it is serving a meal, providing a holiday gift, sharing an hour of time, providing professional services or cleaning up a garden, our volunteers give so much. Each year the Internal Revenue Service requires us to report the number of volunteer hours and the value of that time. These are very rough estimates as we typically do not require our volunteers to punch a time clock and in many instances, we do not even oversee or supervise the activity. Nevertheless, the number of hours we estimated, an estimate far less than the actual, was over 26,000 hours. We valued that time, again a very conservative estimate, at over \$250,000.

Our volunteers truly add to our programs; in business school parlance, they provide enormous “leverage.” We really don’t have a volunteer coordinator, as our program staff generally coordinate our programs with volunteers. To their credit, in most instances the volunteers coordinate their own efforts. For example, the Drop-In Shelter volunteers are divided into organizations with each assuming responsibility for the entire meal for a night of the month. The logistics of this effort alone saves hundreds of hours in staff time. For our MEDIC and Safe Haven Psychiatric Clinic programs, the physicians and medical students almost entirely coordinate the volunteers. The same is true with our Porchlight Partners program, where Peg Davey and Tom Zanzig have led this program since its inception. For many of our rehabilitation projects, we have been able to point groups to a special project and literally “turn them loose.” Often, volunteers develop solutions that we never even considered, which adds much greater value to their service.

For this Annual Report, we highlight only a few of our numerous volunteer efforts, describe them and attempt to show their impact in real human terms. We wanted to go beyond the generalities of the numbers and instead show how volunteer efforts make a real difference, not just for Porchlight, but most importantly in alleviating human suffering of those homeless we serve. There are many volunteer efforts and volunteers that are not discussed, simply because a description of all of the volunteer efforts would require a lengthy book. For all who volunteer for Porchlight, please know that you impact lives in meaningful ways that we could never completely portray with mere words.



Steve Schooler, Executive Director of Porchlight with Sheri Carter, President of Porchlight's Board of Directors

Although not described in this report, we would be remiss if we did not recognize several other groups of volunteers. Our Board of Directors provides direction and assists in many aspects of operation of the organization on an ongoing basis. The Capital Campaign Committee has worked tremendously hard to raise over \$4 million for our new Safe Haven and housing facilities that will be completed this year. Finally, no tribute to volunteers would be complete without recognizing Ruth Loomis, who for over a decade has averaged 35 hours per week keeping our donation center and warehouse organized. She also keeps me organized, but that is a story for a different time.

Porchlight's mission is transformation and empowerment. Volunteers are a critical part of that mission. It is often said that money alone will not solve problems. While financial resources certainly are essential, we also know that it is the human connection that makes the difference to those we serve. Our volunteers are often that human connection that means so much to our guests and

residents. We also hope that in some small way, this connection transforms and empowers our volunteers.

The deficiency in the Webster's definition was the lack of humanity in the description. It is true that the volunteer has “no legal concern or interest...”, but they embody a human concern and interest. And that is the transformative power of all of our volunteers.

Thank you!

Steven J. Schooler
 Executive Director, Porchlight

Sheri Carter
 President, Porchlight Board of Directors

Porchlight Programs

2012 Board of Directors

Members of the Porchlight, Inc. Board bring a rich mixture of skills, resources, perspectives and backgrounds to their tasks as directors. They represent Madison's business, education and social service communities. The Board directs the activities of Porchlight, Inc., overseeing operations and monitoring management of its programs.

2012 Directors

Sheri Carter, President

Christine Thomas, Vice-President

Kevin Huff, Secretary

Kelly Eakin, Treasurer

2012 Other Directors

Tracey Caradine	David Ginger	Jeremy Shepherd
Will Crump	Brian Hornung	Susan Steinhauer
Brian Donley	Barbara Karlen	Sal Troia
Jeffrey Femrite	Peter Mortenson	
Robin Frisch	T. Michael Osborne	

Madison Cares Capital Campaign Committee

Diane Endres Ballweg, Chair	Steve Saffian
Melissa Auchard Scholz	Kathy Sandefur
Don Becker	Paul Sergenian
Sharon Chamberlain	Rick Schmidt
Peg Davey	Alexandra Wright
Fritz Grutzner	

Porchlight's **Housing Program** offers low-cost housing at 23 Madison and Dane County locations providing a total of 245 units to families and individuals. Transitional housing is available for up to two years; permanent housing is available indefinitely. Porchlight staff helps residents manage money, develop job skills and connect to basic services. Porchlight housing served 423 men, women and children in 2011.

Porchlight's **Drop-In Shelter** offers temporary emergency shelter for homeless men every night of the year at three locations: Grace Episcopal Church, St. John's Lutheran Church and First United Methodist Church. In 2011, the Drop-In Shelter provided shelter, meals, showers and laundry facilities for 1,225 men.

Hospitality House is a daytime resource center located at 1490 Martin Street that provides services to Dane County's homeless and low-income population. Services include employment and housing counseling, telephone access, transportation and medical and legal clinics. In 2011, Hospitality House assisted 368 persons in obtaining employment.

DIGS, Porchlight's eviction prevention program, is located at Hospitality House and at Sunshine House in Sun Prairie. DIGS continues to be a collaboration with area faith communities to centralize emergency eviction prevention assistance. In 2011, 1,347 households were counseled and 1,062 received some form of financial assistance through DIGS. Through follow-up checks on households receiving CDBG funding, 80 percent of households maintain housing at six months while more than 74 percent retain housing for a year or longer.

Safe Haven is a program for homeless men and women who suffer from chronic and persistent mental

health illnesses. Safe Haven serves as a "portal of entry" to the community service system and offers basic services as well as a free psychiatric clinic. In 2011, Safe Haven served 135 drop-in guests and overnight housing for an additional 53 mentally ill persons. Forty-two of the overnight guests were assisted with obtaining transitional and permanent housing. Porchlight also provides follow-up services for former residents to ensure continued stability.

Porchlight has four programs that are offered through housing operations: **PTO (Partnership for Transitional Opportunities)**; **STOP (Sobriety Training Orientation Program)**; **START (Sobriety Training After Recovery Treatment)**; and **STABLE (Skills Training And Barrier Limiting Education)**. PTO provides housing and counseling for men and women who are in recovery from drug and alcohol addiction. PTO served 28 men and women in 2011. STOP provides housing and counseling for men that have lost housing due to drug or alcohol addiction. STOP served 10 men in 2011. START participants must have a minimum of six to 12 months of consistent recovery from addiction and must be involved in group therapy and service to the community. In 2011, START provided services to 18 people. STABLE offers housing and independent living skills primarily for women with mental health issues. STABLE served 11 individuals in 2011.

The **Brooks Street Kitchen Program** provides Porchlight residents with the opportunity to receive life skills and employment training at the Brooks Street facility. Participants in the program learn food preparation skills that can help prepare them for employment in the food service industry. In 2011, the Kitchen Program assisted 23 persons with life skills training and served more than 200 community meals.

Drop-In Shelter

Volunteers provide sustenance and support to thousands for more than 25 years

Mother Teresa said, "Do the little things with great love." For almost 30 years, thousands of volunteers at the Drop-In Shelter have stood with their homeless brothers and sisters in Madison. Not only have these "little acts of love" softened the suffering of homeless men, women and children, they have also softened the very heart of our City.

— Chuck Pfeifer, Director of Madison-area Urban Ministry when the shelter opened

on our streets. That first partial year there were 264 guests who received a total of 3,634 nights of shelter. The next year from October 1985 through June 1986, 664 guests received 15,267 nights of shelter and over 30,000 meals.

When the shelter first began, it was not considered that emergency shelter would be a long-term necessity. Sadly, that assumption was incorrect.

When the shelter first opened, there were those that said an emergency shelter with a soft-entry philosophy allowing anyone in need to enter would never work. Mercifully, they were wrong. When the shelter was first organized, some people claimed that the network of volunteers wouldn't continue. Thankfully, they were mistaken. Last year, over 60 community groups of volunteers served almost 70,000 meals. This is pretty amazing for an effort that, according to the claims, would

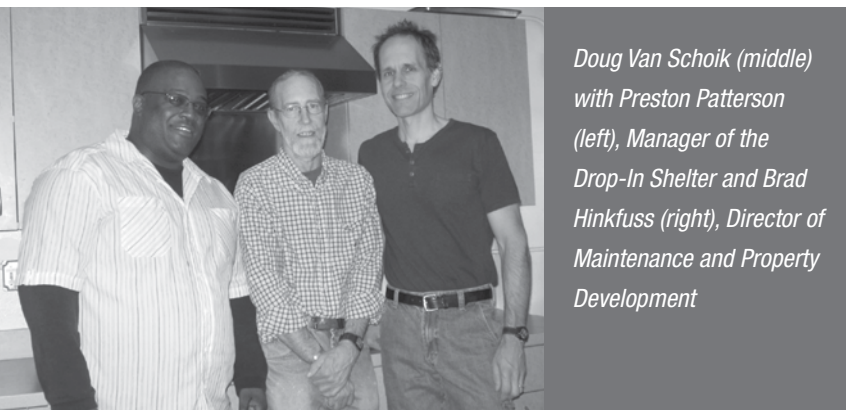
sputter out and die in a couple of years.

One of the thousands who is especially grateful for these efforts is Doug Van Schoik. Doug moved to Madison in 1981 and was employed in various positions for many years. His life came crashing down with a painful divorce in 1998 and loss of his son in 2002. With these personal problems and substance abuse he ended up homeless. He was homeless for several years and stayed in the Drop-In Shelter during which time he regularly volunteered in the kitchen. Many volunteers know him as he was

always ready to assist with anything they needed. For several years, Doug was a regular shelter guest and volunteer. In 2008, he was ready and able to make the changes in his life to obtain stable housing. He moved into Porchlight's property at Broom Street and began work as a custodian for the Drop-In Shelter. He continues to work as the primary custodian, but also fills in as a night manger and intake worker when needed.

Doug credits God's grace for bringing him to where he is today. Doug says, "This is where God has led me. We all have our place in a larger plan and this is mine." However, without the safety net provided by the Drop-In Shelter, Doug wonders where he would have ended up. Doug thanks all of the Drop-In Shelter volunteers for helping him through his times of trial and providing the opportunity to find himself.

Since its beginning, the total number of nights of shelter provided exceeds 720,000 and over 1.5 million meals have been served. Many volunteers and organizations have contributed to this incredible feat. We recognize all of those currently participating. However, we believe there were approximately 10 organizations that began this effort in 1985. Of those original 10, almost all still serve meals. The following have faithfully served since the beginning: Arbor Covenant, Assumption Greek Orthodox, Bashford United Methodist, Blessed Sacrament, Covenant Presbyterian, First United Methodist, Grace Episcopal, St. John's Lutheran, the Vedanta Society of Madison and Westminster Presbyterian. We owe these organizations and their volunteers (as well as all of the others who provided meals over the years) a heartfelt "thank you" for all they have done!



Doug Van Schoik (middle) with Preston Patterson (left), Manager of the Drop-In Shelter and Brad Hinkfuss (right), Director of Maintenance and Property Development

More than 25 years ago, a few concerned individuals and organizations decided to challenge the conventional wisdom advanced by both the City and County that there were no homeless on our streets. Organized in part by Madison-area Urban Ministry, they held vigils and demonstrations. More importantly, they opened a make-shift shelter. It was located in the basement of University United Methodist Church on University Avenue and was staffed by various volunteers with assistance from faith communities and other community organizations. It turned out that there *were* homeless

2011 Drop-In Shelter Organizational Volunteers

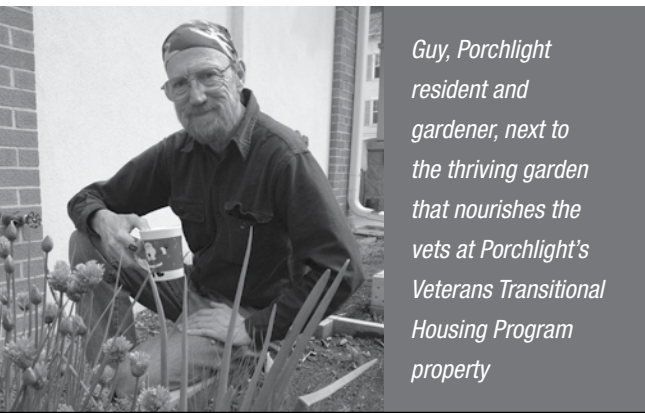
Acitivity Group	East Baptist	Messiah Lutheran	St. Paul's Catholic Center
Amma Satsang of Madison	First Baptist	Midvale Lutheran	Temple Beth El
Arbor Covenant	First Presbyterian Waunakee	Monona Knights of Columbus	Unity
Asbury UMC	First Unitarian	Mt. Zion Baptist Church	University UMC
Assumption Greek Orthodox	First Unitarian Society	Orchard Ridge UCC	Vedanta Society of Madison
Bashford UMC	Friends Meeting	Our Lady Queen of Peace	Waunakee Knights of Columbus
Beth Israel Center	First UMC	Parkside Presbyterian	Westminster Presbyterian
Bethany UMC	Good Shepherd Lutheran	Plymouth Congregational UCC	Windsor UCC
Bethel Lutheran	Grace Episcopal	Prairie Unitarian	
Blackhawk	High Point Church	Second Baptist	
Blessed Sacrament	Jefferson Middle School	Sherman Avenue UMC	
Christ Lutheran Church of DeForest	John Deere Credit	Springs of Hope	
Covenant Presbyterian	Lake Mills Moravian	St. Dunstan's Episcopal	
Crossroads UMC	Lake Mills UMC	St. Francis Xavier	
Dale Heights Presbyterian	Lake Edge UCC	St. Ignatius	
Divine Savior	Local 311 Firefighters	St. John's Lutheran	
	Madison Christian Community	St. Martin Lutheran	

Individuals

Carol Wilson
 Eveonne Walsh and
 Holly Telfer
 Rose Wood

Veggies for Vets

In recent years, Madison has been at the forefront of the trend to “go green”. Farmer’s markets take place in many neighborhoods, in addition to the Saturday market on the Capitol Square. Local businesses and restaurants flourish, which in turn reinvest in the local community. It seems as if everyone grows their own produce in a garden at home or a neighborhood plot. These choices create a healthier planet, a stronger local economy and improved individuals. Inspired, Porchlight launched our “Veggies for Vets” project. This project utilizes community volunteers to bring fresh, local produce to Porchlight residents.



Guy, Porchlight resident and gardener, next to the thriving garden that nourishes the vets at Porchlight’s Veterans Transitional Housing Program property

Garden beds were constructed at the Veteran’s Transitional Housing Program (VATHP) at the Spring Street property. Within these gardens, volunteers and Porchlight residents grow fresh produce, herbs and flowers that are used to supplement the VATHP meal program. Residents at this property receive three meals daily, year-round, allowing the budget of the meal program to be trimmed.

Jill and Kim, two volunteers with extensive gardening experience, took this project from conception through completion. They helped plan where and how the garden beds would be built and what produce would

be grown. Porchlight staff worked with them to design a suitable project for the United Way’s Days of Caring, when local businesses volunteer for a day in the community. In just one day, employees from the local design and construction firm Cogdell Spencer Ergman built two raised garden beds that would last a lifetime.

Guy, a resident of the VATHP property, saw the garden as a chance to give back to Porchlight. Guy had a lifetime of gardening experience; he knew when each plant needed to go in the ground and which plants would grow well next to each other. “We thought when we began that we’d be doing most of the instruction,” Kim states, “but Guy actually taught us a lot.”

Guy worked most of his life for a small manufacturing firm in Jefferson County. While on the job, he suffered a back injury that left him unable to do the physical labor his job required. Due to the lack of services in Jefferson County, he moved to Madison. After three months at the Drop-In Shelter, Guy was accepted into the Veteran’s Transitional Housing Program. He has since secured a stable income with the help of his case manager at the VATHP, Kathy Bouton.

Guy says the most important part of gardening is passing on the knowledge learned over the years. “You never know what to expect. Gardening is the opposite of instant gratification.” He recognizes that although each year brings different challenges, there will always be something from the garden to share.

With numerous contributions from the Madison community, residents of the VATHP now have access to fresh, local produce. Every vegetable grown in the garden travels about 20 feet to the kitchen, where it is used within hours of being picked. The small community of the VATHP is certainly doing its part to “be green.”

Porchlight Angels

During the winter holiday season, Madison is a beautiful place to be—State Street shines from the Capitol down to campus, traditional treats abound and we shop for the gifts we’ll give our friends and family, with love. The comforts of home take priority as we plan for the holiday meals we will share and then the time comes to unwrap gifts.

Unfortunately, Madison’s homeless and low-income families and individuals often miss the festivities of the season as they struggle to maintain shelter and meet their basic needs. Porchlight staff saw residents and guests of the Drop-In Shelter, Hospitality House and Safe Haven struggle with feelings of desperation and isolation during the holiday season.

But there was hope. Community residents expressed their desire to assist those less fortunate. Through the efforts of Porchlight staff and the generosity of Madison’s community, the Porchlight Angels program was created.

For 10 years, the Porchlight Angels program has ensured that Porchlight residents have a reason to celebrate during the holiday season. The Porchlight Angels share their holidays and good wishes for the upcoming year. This is especially meaningful for those residents who have limited social or family ties in the area. The gift they receive from the Porchlight Angels program may be one of very few they receive during the holidays. Over 400 residents are sponsored through this program each year.

The Porchlight Angels program has been fortunate to partner with TDS Telecommunications Corporation for many years. Over the last two years the employee effort has grown tremendously. Cindy Tomlinson of TDS has facilitated an enormous amount of donations from her fellow employees.

In 2011, TDS employees provided over 100 families and individuals with gifts and over 500 pounds of turkey and ham for holiday meals, as well as \$300 to the Drop-Shelter. In addition, TDS provided a large donation of educational toys, craft supplies, books and games to create a safe, welcoming space for the eight families at Porchlight’s Russett Road property.

The Porchlight Angels program has delivered more than gifts to every Porchlight resident for 10 years, providing a feeling of acceptance and friendship. As the economic climate declined, Porchlight staff worried that donations would decrease, but during these last few years, generosity has soared. Many of our Porchlight Angels confide that they have dealt with lay-offs and a shortage of income, and that without neighbors and friends they could not have provided for their own families. This program is their way of sharing their blessings and hope for a brighter year.

Porchlight is proud to work with the many generous Madison residents who truly understand the joy of giving. It’s impossible to express how deep our gratitude and respect is, but we know that the Porchlight Angels have made a lifetime of difference to our families and individuals.



Carrie Zondag (right), Supportive Services Coordinator, with intern Jason Voves, displaying gifts that will be delivered to Porchlight’s residents

Making a Difference

CUNA Mutual gets involved with Porchlight

by Keith Schmidt, Senior Business Manager, Product

In early 2011, the Product Leadership Team at CUNA Mutual decided we wanted to get involved with a local organization that was making a difference in our community. One of the first organizations that was suggested to us was Porchlight.



The CUNA Mutual Leadership team

After talking with our Executive Director of Employee Philanthropy, Steve Goldberg, and doing some research on our own, we quickly decided that Porchlight was a great fit for us. We liked that Porchlight not only provides shelters for the homeless; they also look for ways to provide solutions to homelessness, through initiatives like Porchlight Products. This is a program that teaches its participants job skills they use to produce a high quality product, and gives them a sense of pride and accomplishment. We also liked that Porchlight is closely affiliated with the United Way, one of our strongest community partners.

We met with Porchlight staff several times throughout the summer of 2011 and ultimately focused our efforts on two key areas. In an effort to leverage the skill set of our leadership team, as

well as other areas of CUNA Mutual, we focused on helping Porchlight improve communications across their multiple Madison sites through the design and implementation of an intranet site. We hosted an employee retreat at our campus, facilitated a dialogue about the communication issues facing Porchlight and brainstormed ways to solve them. We also talked about how to use our audio/video team to develop a new Porchlight commercial for the holiday season that would show how Porchlight helps the homeless get back on their feet again through the Porchlight Products program.

A previous Porchlight resident, Debra Mason, credits the Porchlight Products program as the main factor that turned her life around. After a long period of homelessness, Debra finally found herself on steady ground as an employee of the program. "Porchlight Products gave me something to be proud of during a very dark time in my life. When you're giving your all to something, it just keeps you going," Debra shared. She successfully completed the program and now works as a night manager at Porchlight's main office and lives in permanent housing. Debra and the 72 other individuals who have successfully completed the Porchlight Products program were an enormous inspiration to our team as we filmed the commercial.

The commercial proved to be highly successful, boosting the online donations to more than three times their typical amount during the time it aired.

We at CUNA Mutual feel honored to have worked with Porchlight over the years and look forward to continuing that relationship for many years to come.

Porchlight Partners

Providing help for those dealing with mental illness and homelessness

Many Porchlight residents experience homelessness due to the complications of a mental illness. The stigma of homelessness in our society further exacerbates the isolation of these residents. The Porchlight Partners program exists to provide meaningful, trusting relationships that help Porchlight residents to regain connections to their communities.

The coordinators of this program, Peg Davey and Tom Zanzig, have fostered these connections for over nine years. Porchlight Partners are matched based on shared interests and other factors that contribute to a comfortable fit. The Porchlight resident's needs are addressed as Peg and Tom work with the resident's case manager to set up a foundation for a lasting relationship. Community resident partners are asked to commit to at least one year to a Porchlight Partnership. Peg and Tom provide training, guidance and support throughout the year.

One such partnership is Bill and John, Porchlight Partners for four years. As a graduate student studying math at UW-Madison, Bill's life changed when he experienced a period of extreme mania brought on by mental illness. As a result, Bill was soon homeless, and although he found housing through Porchlight, he was often lonely for companionship that provided intellectual conversations about advanced topics.

John became a community resident partner at the suggestion of a Drop-In Shelter staff member. Over time, as Bill and John met to enjoy a cup of coffee and browse their favorite bookstores, their Porchlight Partnership turned into a true friendship, based on their shared interests and easy-going personalities. Their partnership has followed the pattern of any

other friendship—they have gotten to know each other very well and even double-date with their significant others on occasion.

Both men place great value on their friendship. "I've gotten a tremendous amount from the partnership," Bill says. "It's great to have someone in my life who shares my interests—to have another friend in my life." John has become a more aware person. "It has given me a different perspective of where our society chooses to put its resources," he states. John encourages others to consider the program as a way to not only give the gift of friendship to a stranger, but to learn more about oneself.



Bill, Porchlight resident, with his Porchlight Partner, John

Many community members marvel at the strength and kindness their Porchlight Partners show in the face of setbacks and mental illness. Through the Porchlight Partners program, the community member partner gains a greater understanding of the roots of homelessness and the Porchlight resident is able to feel a greater sense of stability and peace. During times of pain and loneliness, acceptance and compassion remain.

Porchlight, Inc.

2011 FUNDING SOURCES AND EXPENSES

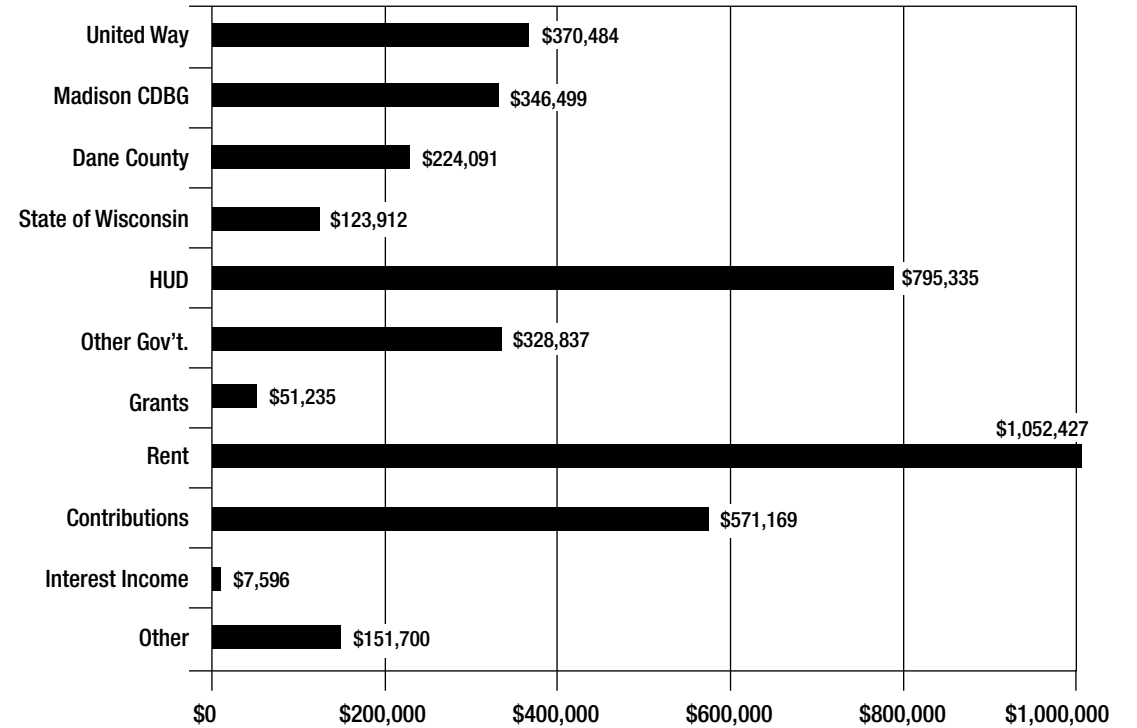
2010 REVENUE*	Drop-In Shelter	Housing	Hospitality House	Housing Support Services	Safe Haven	Brooks Street
United Way		\$147,337	\$127,017		\$59,130	\$37,000
Madison Community Development Block Grant	\$3,500	\$111,351	\$199,715	\$6,263	\$4,862	\$20,808
Dane County	\$135,279		\$7,273	\$56,500		\$25,039
State of Wisconsin	\$91,843		\$32,069			
Department of Housing & Urban Development				\$336,863	\$344,766	\$113,706
Other Gov't.		\$2,835	\$18,158	\$307,844		
Grants		\$30,000	\$6,235		\$15,000	
Rent		\$456,268		\$198,468		\$397,691
Contributions	\$124,472	\$338,943	\$75,874	\$26,670	\$5,210	
Interest Income		\$2,887		\$901		\$3,808
Other		\$9,154	\$900	\$9,426	\$614	\$131,606
TOTAL	\$355,094	\$1,098,775	\$467,241	\$942,935	\$429,582	\$729,658

2010 EXPENSES*	Drop-In Shelter	Housing	Hospitality House	Housing Support Services	Safe Haven	Brooks Street
Personnel	\$287,318	\$372,368	\$261,769	\$458,706	\$310,007	\$445,030
Operating	38,993	60,955	20,849	137,146	42,511	153,865
Space	28,783	317,694	7,743	319,931	67,716	265,773
Special Costs		51,397	176,880	27,152	9,348	8,871
TOTAL	\$355,094	\$802,414	\$467,241	\$942,935	\$429,582	\$873,539

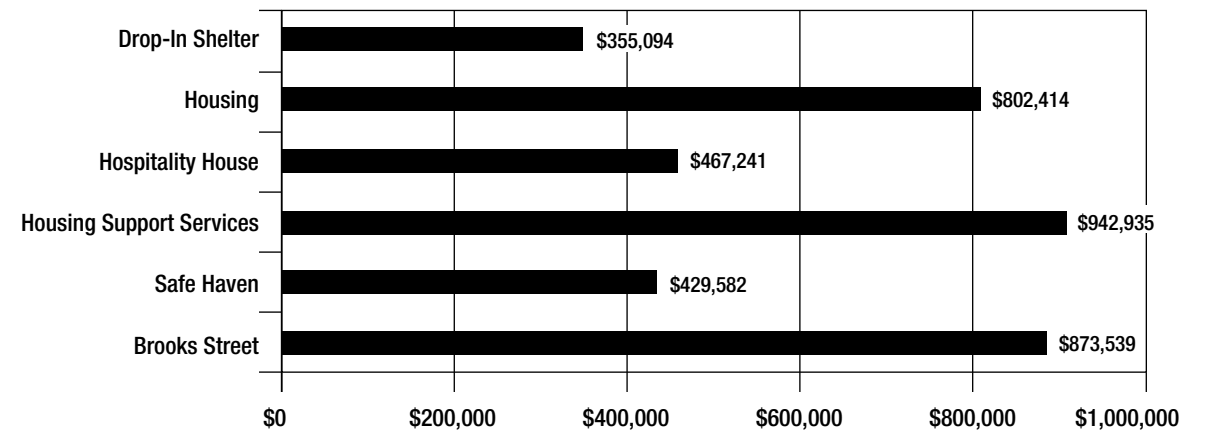
Total Agency Income for 2011:	\$152,480
Total Agency Expenses for 2011:	\$3,870,805
Capital Expenditures for 2011:	\$98,946
Total Restricted Income for 2011:	\$45,000

*Unaudited figures

REVENUE BY FUNDING SOURCES 2011



EXPENSES BY PROGRAMS 2011



Thank You!

In many respects, our volunteers are our foundation. No larger tribute to our volunteers can be made than that of the success of our *Madison Cares Capital Campaign*. Almost entirely through the efforts of volunteers, we have raised more than \$4 million for a new Safe Haven facility and long-term housing for homeless persons suffering from disabilities. Incredibly, in addition to continuing to provide more than 63,000 meals last year, our Drop-In Shelter volunteers exceeded a match challenge of \$100,000, which netted over \$200,000 for the Capital Campaign.

The support of this community has provided more than \$400,000 for our annual operations, helping us to sustain such critical programs as Safe Haven, the Drop-In Shelter and Hospitality House, which charge no fees for shelter and services. We have also expanded services and housing both for families and individuals through Housing First (in partnership with United Way and Summit Credit Union) and expanded numbers of single-room occupancy housing units.

As in the past, our contributors are listed without regard to levels of giving, not because amounts are unimportant, but because we do not want the amount to obscure the recognition and expression of gratitude for the gift, however large or small.

We have tried to provide an accurate alphabetical list of contributors. There are numerous spouses and other household members not listed. For households, we have listed the person who actually signed the check, but where there was an indication of additional contributors for a household we have tried to include them as well. If you have contributed but your name is not included, we apologize. Please let us know so we can correct any inaccuracy. For those wishing to remain anonymous, we have respected that request.

For those who would like to be anonymous in future listings, also please let us know.

The list of those who gave cash donations fails to recognize many thousands who donate their time and talents. The doctors and attorneys who staff our clinics contribute greatly to assist those we serve. The medical clinics at the Drop-In Shelter and Brooks Street, and the legal clinic, also operating at the Drop-In Shelter, have assisted numerous homeless guests with an array of medical and legal problems. The Volunteer Psychiatric Clinic, coordinated by Dr. Ron Diamond, provides invaluable free psychiatric services at Safe Haven and has expanded services to include continued assistance with medication monitoring. Also, Dr. Cate Ranheim and Meriter Foundation have been instrumental in operating additional health clinics to treat our guests and residents. These clinics and their many volunteers have been a welcome addition to the medical services provided to those with few other options in terms of medical care, particularly those that need ongoing treatment.

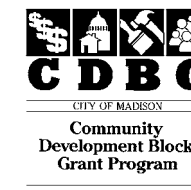
Beyond the professional clinics, there are donations of time by numerous individuals and organizations who assist with work projects, provision of services at Hospitality House and of course, the Drop-In Shelter. Our Drop-In Shelter volunteer network of 60-plus organizations and over 1,900 people has been simply fabulous. Our community meal program benefits greatly from the generous contributions of the University of Wisconsin Athletic Department. We are truly grateful.

There are also the many donated services and auction items that have made our Annual Dinner and Silent Auction a tremendous success; we raised over \$80,000 in 2011 from this event alone. A listing of all

the persons who contribute time, talents and items to support our programs would comprise a telephone directory.

Also, our programs would not be possible without the support of our long-term funding agencies: City of Madison Community Development Block Grant Commission, Dane County Department of Human Services and the Community Development Block Grant office, the State of Wisconsin, the Wisconsin Housing and Economic Development Authority, the United States Department of Housing and Urban Development, and the United Way of Dane County. We also received significant additional support this year from numerous public and private foundations, businesses, organizations and individuals for our Capital Campaign. Without their extensive support, the project would not have been completed last year.

We are tremendously grateful for the overwhelming community support. In response to our fire at Brooks Street this past January, the response was overwhelming. Without community support we would not be able to accomplish much of the goals of the programs described in this report. These programs and the people they help are the difference your gifts of time, talent and resources have made in the lives of so many. Thank you!



A Special Request

Two of our vital vehicles are nearing their final days. Our maintenance crew is in need of a pickup truck or cargo; Porchlight Products will need a mini-van, station wagon or hatchback in order to make deliveries. If you have a vehicle you would like to donate, please contact Brad Hinkfuss at (608) 257-2534.

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